



5308 County Road 154 Glenwood Springs, CO 81601 | 970.945.8775  
910 Nottingham Road N12 PO Box 8944 Avon, CO 81620 | 970.476.7005

---

**Job Title:** Repair Department Coordinator

**Department:** Repair

**Employment classification:** Full-time position, non-exempt

**Schedule:** M-F, between 8:00am-5:00pm

**Location:** Glenwood Springs, Co – Not eligible for remote work

---

**Job Summary:**

Employee performs all Repair Department technician scheduling and supports them throughout their route/day. This person oversees the technician's initial training/onboarding along with continual training as needed. Employee performs quality control checks and department enhancements to further production of the department. They handle any customer complaints or adjustments to customer needs and return all customer communication promptly and professionally. This person works to improve the efficiency and quality of the department while supporting the technician's development. Enrich customers' lives by providing a quality customer-driven experience with each visit.

---

**General Qualifications:**

1. Valid Colorado Driver's License and clean driving record to enable commercial insurance coverage
2. Enjoy training and development
3. Customer-focused
4. Strong communication and time management skills
5. Problem-solving and basic math abilities
6. High-level operations of pool and spas

**Physical Requirements:**

1. Must be able to lift and carry 50 pounds.
  2. Must be able to navigate uneven, rocky, mountainous terrain and stairs.
  3. Must be able to bend and stoop to access equipment hatches.
  4. Must be able to navigate through very deep snow that requires snowshoes.
  5. Must be able to shovel heavy snow for 15 minutes or longer.
  6. Must be able to climb ladders and step stools.
  7. Must be able to use equipment and power tools properly and safely.
- 

**Repair Technician Oversight & Scheduling:**

1. Assist Repair Technicians in varied problem-solving issues via phone and/or email to improve route and customer Repair
2. Collect and review all Repair technician time sheets for accuracy and forward to payroll
3. Review ADP/time off requests and communicate with HR and technician as needed
4. Structure and manage all technician schedules to ensure completion and efficiency while considering technician skill level
5. Complete daily review of Repair order queues and take appropriate action as required by technician notions in collaboration with the Warehouse for any inventory needs
6. Maintain efficient routes for technicians to promote Repair department growth and net profitability
7. Repair truck part request and requisition form filled and processed

**Customer Service:**

1. Support customers on phones/email to include answering questions, providing Repair education, and problem-solving grievances.
2. Promptly, within 24 hours, respond to all incoming emails and phone calls requesting support from the Repair department
3. Be courteous and professional to all customers while exemplifying the core values
4. Complete or update Repair orders and account notes within Evosus for any customer communication ensuring accuracy



5308 County Road 154 Glenwood Springs, CO 81601 | 970.945.8775  
910 Nottingham Road N12 PO Box 8944 Avon, CO 81620 | 970.476.7005

---

**Technician Management:**

1. Partner with Repair Manager to provide training in L10 or weekly meetings to bridge Repair technician skill gaps and create consistency within the department
2. Train employees on onboarding and new advances in Evosus, protocol, and technology with the support of Human Resources
3. Build Repair technician relationships and teamwork to improve employee morale and department performance
4. Lead, manage, and create accountability for the development and daily tasks of Repair technicians with the support of the Repair Manager
5. Partner with Repair Manager to complete quarterly conversations and performance management solutions for Repair technicians
6. Manage and execute a variety of projects to aid in the development of the department and address employee concerns
7. Support continual learning and improvement within the department

**Quality Control:**

1. Cover route for Repair technicians on PTO or sick leave to include all expectations outlined in the Repair technician journeyman job description
2. Complete on-site quality control measures for technicians of all levels including regular quality checks, re-training, and additional technician support for complex accounts
3. Train and develop apprentice and journeyman technicians to ensure quality work
4. Communicate persistent issues or concerns to office leadership to ensure they are corrected promptly

---

**Follow all policies and procedures of Colorado Poolsapes, Inc.**

- located in the employee manual/handbook

---

**Supervision Received:**

- Works under Repair manager
- Works with route personnel and other technicians, as needed, in resolving problems

---

**Team Collaboration:**

- Repair Manager - daily
- Customer – daily
- Repair Technicians – daily
- Integrator – as needed
- Human Resources – as needed

---

**Training and Development:**

1. Cross-company impact and exposure to a variety of departments
2. Continual training for quality, and technology
3. Industry training and conferences

---

**Core Focus:**

Enriching Lives – We believe that we enrich our employees, owners, clients, and vendors by using our core values and doing the right thing

**Core Values:**

**Quality** (Workmanship/Efficiency/Present Ideas and Solutions)

**Does Right Thing** (Honesty/Integrity)

**Customer Driven** (Customer Repair, Communication)

**Team Player** (Works well with others, positive attitude)

**Initiative** (Self-motivated, innovative)

**Dedicated** (Hardworking/Engaged)



5308 County Road 154 Glenwood Springs, CO 81601 | 970.945.8775  
910 Nottingham Road N12 PO Box 8944 Avon, CO 81620 | 970.476.7005